

UNEMPLOYMENT INSURANCE Handbook

A Claimant's Guide to the Requirements of the Idaho Employment Security Law

¡IMPORTANTE!

Lea este manual con cuidado o consiga alguien quien se lo lea o interprete. Recuerde, que **usted debe leer y entender este manual**. Una versión en español de este manual está disponible.

This handbook is for quick reference and should not be used as an official document. The official citation of the Employment Security Law is found in Title 72, Chapter 13 of the Idaho Code.

IMPORTANT

Read this book carefully or have someone read it to you. Remember, **you must read and understand** this handbook. A Spanish version of this handbook is available upon request.

Note: This handbook is intended for guidance only and should not be a substitute for specific legal advice. If legal advice is required, an attorney should be consulted.

The Unemployment Insurance Handbook

Your Unemployment Insurance Handbook is divided into sections. Each section answers questions or provides information about the Unemployment Insurance Program. The types of questions answered or information provided in each section are listed below:

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7	Eligibility Requirements	<p>What are the personal eligibility requirements?</p> <p>What is a base period?</p> <p>How much will I get and for how long?</p> <p>What if my monetary determination is wrong?</p>
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14-15	Idaho Continued Claim Report Form	<p>Filling out your claim form.</p> <p>When to return your claim form.</p>
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16-17	Checks and Messages	How do I get a check? What if my check hasn't come yet? What if my check is lost or stolen? What does the informational area on the check mean?
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19	Protests and Appeals	What if I disagree with the decision? How long do I have to file a protest? Should I continue to file my reports? Who will make the decisions on my eligibility? Will I have to hire an attorney?
19	Restarting your Claim, Moving Changing Address	How do I get my claim going again? What if I move out of state? Why and how do I tell you I moved?
20	Miscellaneous Information	What is worker profiling? How do I get my 1099-G form for taxes? What is TAA/TRA? Reemployment and Retraining for dislocated workers.
21-22	Work Search Record	Document work search.
23	Addresses and Phone Numbers	If you need to mail or call, the information is here. TDD phone number for TEL-A-CLAIM inquires. We're on the Internet (www.jobservice.us)

Your **TEMPORARY** PIN is: _____

The TEL-A-CLAIM phone number is: **1 (208) 334-4700**

In the Boise dialing area call: **334-4700**

Our Internet address is: **<http://www.jobservice.us/>**

General Information

Unemployment insurance provides financial assistance to workers unemployed through no fault of their own. In Idaho, workers do not pay any part of the cost of unemployment insurance. Unemployment insurance benefits are funded through an employer's tax, which is collected by the Idaho Department of Labor and placed in a federal trust fund. Money from that fund can be used for unemployment benefits and for no other purpose.

The Idaho Department of Labor is an equal opportunity employer. Auxiliary aids are available for any of the programs offered and are available upon request. If you feel you have been discriminated against in any agency policy or practice, you may file a complaint with the Job Service Office manager or the state's Equal Opportunity Officer of the Idaho Department of Labor, 317 W. Main Street, Boise, Idaho, 83735; or the **US Department of Labor**, Directorate of Civil Rights, 200 Constitution Avenue NW, Washington, DC 20210. All complaints must be filed within 180 days of the alleged discrimination.

The information you and your employer provide to the Idaho Department of Labor may be requested and utilized by other government agencies with which we have information disclosure agreements. Precautions will be taken by such agencies to protect the confidentiality of the information.

Each claim is subject to review by unemployment insurance claim auditors. This is an in-depth audit covering wages earned during your base period, the circumstances of your termination, your work search, and earnings on claim reports, etc. Routine audits of claims are conducted to insure that the information reported is accurate.

Protect your benefit rights.

Be sure to follow all instructions .

Read this information carefully and completely.

If there is anything you do not understand, ask your Job Service representative.

Let us know about any circumstances which would keep you from working or looking for work.

Questions and Answers

Do I really have to know and understand the information in this book?

Yes. Failing to understand this information does not protect you from a possible denial. If you do not understand something or have a question about any of the information in this handbook, contact your local office. Your neighbors and friends may not have the right answers.

Was unemployment insurance taken out of my paycheck?

No. Nothing comes out of your paycheck to support unemployment insurance. Your employer pays for the entire program.

Are my unemployment insurance benefits taxable?

Yes. Benefits are fully taxable income. You may elect to have federal taxes withheld at the rate of 10% from your unemployment insurance benefits. Idaho State taxes are **not** withheld. We will mail a statement (Form 1099-G) to your last known address showing the total amount of your yearly benefits paid. The statement is mailed to you and to the Internal Revenue Service by the end of January each year. If you do not receive your statement by the second week of February, notify your local Job Service office. Benefits paid on Interstate claims will be reported by the paying state. If you have questions about your taxes, contact the IRS or a tax consultant.

Can money be deducted from my benefit check for child support payments?

Yes. If you owe child support payments, Health and Welfare has the right (through court order or agreement with you) to deduct a percentage from your benefit check. (See [page 20](#) for additional information.)

I was denied benefits for a job separation. Can I use earnings from self-employment to satisfy the penalty?

Usually self-employment can be used to requalify for benefits if you have been denied for work separation or job refusal. During Extended Benefits, the wages used to requalify from a denial must be earned in an employer-employee relationship.

Can I cancel my claim?

You may cancel your claim at anytime by submitting a written request provided: 1) you did not misrepresent or fail to report a material fact in making the claim **and** 2) you agree to repay any benefits received. Ask us if you have questions about cancellations. Your claim is not canceled when you stop reporting.

Do I have to report earnings if I am working in another state while claiming against Idaho?

Yes. No matter where you are working, you **MUST** report your gross earnings while claiming benefits. We compare our records with employer records. We do not only check Idaho payroll tax records but payroll tax records from other states as well.

If I am traveling, how do I report?

You may still call TEL-A-CLAIM or file your weekly claim online at www.jobservice.us. You should remember that if you are not in your local labor market area, you must answer question 4a: "Were you away from the area where you normally look for work?" as "YES," depending on when you left the area. No payment for this week will be made until you provide additional information on your being out of the area. If you are using the Continued Claim Report forms, mail it to your local Job Service office. Addresses are listed on [page 23](#). Question 4 "Were you AWAY from the area where you normally look for work?" may have to be answered "YES," depending on when you left. If you do not have a Continued Claim Report, report to a local Job Service office for assistance.

Do I have to look for work while I am traveling?

If you are seeking work out of town, you must keep track of where you looked for work. You may be asked to provide the names and address of where you looked for work while you were out of town. We may also contact these employers to verify your work search. We cannot pay you for any week you are on vacation. **Remember**, even if you are on a temporary layoff, you must look for work if you leave your local area. You must be willing to take a job in these other areas.

Questions and Answers

What if I run out of money before my claim year is up?

Unfortunately, you cannot file another Idaho claim until your benefit year is over. If you have worked in another state during the past two years, you may qualify for benefits from the other state. Your local Job Service office can help you. Sometimes when unemployment is very high, extended benefits may be available. You will be notified if extended benefits become available.

Do I have to look for work if I am going back to my regular job?

It depends on how long you expect to be laid off, how long you have worked for that employer, and how many jobs are open in your area. You must look for work unless your local Job Service office tells you not to.

Can the Job Service give out information about my claim?

We have very strict rules about releasing information. Certain state and federal agencies can get information but only what they need to do their job. The Department may be required by law to share all claim information with each interested party; former employers may be an interested party. We **will not** give information to your friends, family, or anyone else unless you give us written permission to do so.

Can you help me find a job?

Yes. Each local Job Service office has a job placement service to help you find a job in your area. They also have a listing of jobs throughout the state and nation. Ask your local Job Service consultant about job skill testing, how to look for work, how to write a resume, and available training programs.

Can I use a calling card to call the TEL-A-CLAIM system?

Yes, however, we have found that some calling cards do not work with TEL-A-CLAIM. This is because the phone call goes over their (the company through which the calling card was purchased) network and sometimes their system uses the # key to denote end of call, start of another call, etc. So, when you depress the # key after entering wages, the calling card network intercepts this signal first and disconnects the TEL-A-CLAIM call in progress. Before purchasing a calling card for use with TEL-A-CLAIM, please check with the company to make sure that the # key will work as expected during a TEL-A-CLAIM call.

What is a waiting week?

After you establish your claim, the first week you request payment for, and that meets all the eligibility requirements, is called the **WAITING WEEK**. The waiting week is the first eligible week you file for, **after** you start your claim and for which you would otherwise qualify for payment. However, **you will not be paid for the waiting week**. If you earn more than 1 ½ times your weekly benefit amount in any week, then that week does not qualify as a waiting week, nor does it qualify for a benefit payment. If this happens, the next week reported on your claim that meets all eligibility requirements will be counted as your waiting week. You serve only one waiting week per benefit year.

Eligibility Requirements

Like other types of insurance, the unemployment insurance program requires that you meet certain conditions before qualifying to receive payment. To qualify, you must meet both **personal** and **monetary** eligibility requirements.

Personal Eligibility

Each week you claim, you must do certain things to receive a check. You must be **ready, willing, and able** to take any offer of suitable work. To be eligible, you must be:

ABLE TO WORK: You must be physically able to work full-time. Tell your local Job Service office if you cannot work because of illness, injury, or some other physical or mental condition. Most health problems will not affect your claim as long as you are looking for the type of work you can do. You may be disqualified if you have to refuse work due to illness.

AVAILABLE FOR WORK: You must be ready to go to work. You cannot place unrealistic personal restrictions on such things as the hours you will work, the pay you will accept, locations you prefer to work, and jobs you will take. You must be willing and able to accept both full and part-time work in jobs you can do during all the usual hours and days these jobs are done. Limiting shifts, days, or distance you will travel to work can make you ineligible. Availability for work is VERY IMPORTANT. For example, you must have childcare arranged, a way to get to work, and no other personal commitments that prevent you from taking a job.

ACTIVELY SEEKING WORK: You must try to find full-time work each week in accordance with the “Work Seeking Requirements” completed at the time you filed your claim. This applies **even** if you are working part-time. You must be willing to accept part-time work while waiting for full-time work to become available. **Actively seeking work means** you must personally contact employers who hire people with your job skills. If you cannot find your normal kind of work, you must look for any other kind of work you can do. **You must expand your work search and avoid re-contacting the same employer every week.** As your period of unemployment lengthens you may be required to look for another kind of work, accept a lower pay, or search in other locations for a job. The Job Service can help you find work—ask us how. If you are required to look for work, you must register for work at your local Job Service office within two weeks from the date you were directed to do so. You may not be automatically registered for work when you file your claim. You must keep your registration active while on unemployment insurance. You may register online at www.jobservice.us. If you have not been required to make work search contacts because you have a definite date to return to work or you obtain work through a union, you must notify your local Job Service office if these conditions no longer apply. You **MUST** keep a personal record of your job contacts. This must include the employer name and address, date of contact, and the results of the job contact. We may ask for your work search record to verify your contacts. Keep looking for work as long as you are unemployed. If the Job Service offers you a job referral to suitable work, you may be denied benefits if you refuse to accept the referral or fail to make contact with the employer.

OUT OF WORK THROUGH NO FAULT OF YOUR OWN: You must have been laid off due to lack of work, voluntarily quit with good cause connected with the employment, or been discharged but not for misconduct. If your reason for separation is other than lack of work, a written determination regarding your eligibility will be issued to you.

Monetary Eligibility

Shortly after your new claim is filed, you will receive a statement in the mail called a **Monetary Determination**. This statement shows:

BASE PERIOD: The wages paid to you by employers who have contributed to the unemployment insurance fund during your base period (the first four of the last five completed quarters before the beginning of your claim) and the total amount you were paid in each quarter. If these wages qualify you for benefits, that statement will also show your weekly benefit amount and your total benefit amount. Your **WEEKLY BENEFIT AMOUNT** is the full amount you may receive for one week of unemployment. Your **TOTAL BENEFIT AMOUNT** is the maximum amount you may collect during the 52 weeks of your claim. If you are eligible for benefits, your first check should arrive by mail three to four weeks after you have filed your claim.

IF YOUR MONETARY DETERMINATION IS INCORRECT: If you have not already done so, you should immediately notify your local Job Service office if any of your wages are not shown, are not shown in the right quarter, or if wages are listed which you did not earn. Gather your check stubs, W-2 statements, pay slips, or other documentation and ask for a MONETARY REDETERMINATION. **Important Note:** Continue to file on your claim while waiting for your monetary redetermination.

Denial and Requalification

A denial may be imposed if:	Requalification may occur if:
You left work without good cause connected with your employment, were discharged for work-related misconduct, or refused suitable work or a referral to suitable work.	You return to work and earn at least twelve times your weekly benefit amount, and become unemployed again through no fault of your own.
You are not able to work, are not available for work, or are not actively seeking full-time work.	You are able to be easily reached for referral to jobs, and you are willing to work part-time while you continue to look for full-time work. You must have adequate transportation, and have things arranged so nothing will prevent your accepting suitable work. You must not place undue restrictions on your availability for work, such as demanding higher pay than is normal for the area. This is a week-to-week denial. It ends when you are again able to work, available for work, and actively seeking work.
You are self-employed as your principal occupation.	Your principal occupation is no longer self-employment.
You are unemployed due to a strike in which you are actively involved.	Your unemployment is no longer due to a strike.
You may also be denied if:	For the following categories, there is no requalification, because:
You fail to report as directed.	You are denied for each week you fail to report correctly. You may requalify for subsequent weeks if you report as directed.
You fail to participate in claimant profiling.	You are denied for each week you fail to participate in a planned profiling event. You may requalify for subsequent weeks if you report as directed.
You make false statements or withhold information in order to obtain benefits.	You must repay any overpayment and you will be disqualified from benefits for 52 weeks.
You are required to register for work with Job Service and you fail to do so within two weeks from the date you were directed to do so.	You are denied benefits for each week you fail to meet your work seeking requirements. You may requalify for subsequent weeks by registering for work with Job Service.
You are employed by an educational institution and are between terms or school years.	Wages earned as a school employee cannot be used if you have reasonable assurance of returning to work when school resumes.
You are an alien and are not legally permitted to work in the United States.	You cannot be paid benefits if you do not have authorization to work in the United States.

Weekly Filing Using TEL-A-CLAIM or the INTERNET

Three methods exist to file and receive benefits. The preferred and quicker methods are Internet Continued Claims system (www.jobservice.us) and TEL-A-CLAIM. You file weekly using your computer or your telephone. These systems use no paper and you get paid once a week. It is easy, fast, and convenient. No postage is involved; however, you may have to pay long distance charges, but calls can be made during the “off hours” and only last a few minutes. You may file each week to keep your claim open, regardless of your employment status, which will help you avoid having to reopen your claim during times when your work may be sporadic. The other filing method, the continued claim report system is described on [page 14](#).

TEL-A-CLAIM FILING: To use TEL-A-CLAIM, you need to use a touch-tone phone. Rotary and pulse-dial phones **will not** work. Many phones are equipped with a switch that changes the phone function from pulse-dial to touch-tone.

WHERE DO I CALL: In the Boise calling area, just dial **334-4700**. If calling from outside the Boise calling area, dial **1 (208) 334-4700**. TTY claimants may call Idaho Relay Service by dialing **711** and then provide the phone number to the nearest Job Service office (see [page 23](#)).

WHEN DO I CALL?: A benefit week begins at 12:01 a.m. on Sunday, and ends at 12:00 midnight the following Saturday. You have seven full days following the Saturday weekend date to make your call to TEL-A-CLAIM or to file online.

Example:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
1 (Start of week)	2	3	4	5	6	7 (Weekending date.)
8 (Call between 12:01 a.m. Mtn. time this day and	9	10	11	12	13	14 ...midnight of this day. Mtn Time.)

For example, let's say your first week runs from the 1st through the 7th. You would call TEL-A-CLAIM or file online during the week of the 8th through the 14th. The earlier you file, the earlier your claim is processed. **In order to have your claim processed on the same business day you call, you must complete the TEL-A-CLAIM or online process before 6:00 p.m. Mountain Time.** If you call or file after that time, your claim will be processed the next day. Calls made on weekends are processed the first working day of the following week.

WHAT'S MY PIN?: To use the TEL-A-CLAIM system for payment or inquiry, you must use a **P**ersonal **I**dentification **N**umber or PIN. When you first call TEL-A-CLAIM you are assigned a temporary four-digit PIN, which is the month (01) and year 19(70) of your birth. Example: a claimant with a birthday of 1-13-1939 would be assigned a temporary PIN of 0139. A claimant with a birthday of 10-6-1934 would be assigned a temporary PIN of 1034. Your PIN serves as your signature when accessing the TEL-A-CLAIM system. So, you are responsible for all transactions using your PIN. **DO NOT SHARE YOUR PIN OR KEEP IT WRITTEN WHERE OTHERS MAY FIND IT!** If you forget your PIN, contact your local Job Service office; a consultant will reset your PIN back to your temporary PIN. Office telephone numbers are listed on [page 23](#). **IMPORTANT NOTE:** When calling to reset your PIN, be sure to indicate which system, (TEL-A-CLAIM or Internet) you are using.

FIRST CALL TO THE TEL-A-CLAIM SYSTEM: The first time you access the TEL-A-CLAIM system, for either payment or inquiry, you will use your temporary PIN. However, on your first call to TEL-A-CLAIM, the system will make you change your PIN and choose your own confidential number. Be prepared with a four-digit number of your own choice. The number you select becomes your permanent PIN. You only have to choose a PIN the first time you call and after you have your permanent PIN reset. To ensure that your PIN is secure, choose a combination that is not obvious. For example, TEL-A-CLAIM will not allow you to use the month and year of your birth because that was your temporary PIN. Do not use other obvious combinations like your address or the last four digits of your Social Security Number. **Remember your PIN; no one at Job Service will know your permanent PIN.**

Weekly Filing Using TEL-A-CLAIM or the INTERNET

HOW DO I CALL: TEL-A-CLAIM is available in English and Spanish, and it will ask you first to choose which language you want. The system will present you with menu choices. To file for a week, choose option 1. Next, TEL-A-CLAIM will ask for your Social Security Number. You enter the number using the numbers on your telephone keypad. The system will repeat the number back to you and ask you to verify your entry. TEL-A-CLAIM will then ask for your PIN. After entering your PIN, the system will repeat it and then ask you to verify it. The system will now tell you that you are filing for a specific week and give you the week ending date.

TEL-A-CLAIM now gives you this message: *By using this system, you agree to have your answers become part of your claim record. You are certifying that your answers are true and accurate to the best of your knowledge. Under Idaho Law, you could be penalized for giving false answers or for withholding information.* Please stay on the line until all questions are answered and verified. **If you hang up before the system tells you that your report is complete, your answers will not be recorded, no week will be claimed, and you will have to call again. Please wait for the system to tell you good-bye before you hang up.**

TEL-A-CLAIM now asks you the eligibility questions that you must answer for each week. To answer the questions, **press 1 for YES, 9 for NO, or 0 to REPEAT the question.** A short explanation of each question or set of questions is given here to help you understand the eligibility requirements for receiving unemployment insurance benefits. Questions 1-6 ask if you were able to work, available for work, and actively seeking work, as required. To be eligible for benefits, a claimant must be able to work, available for work, and actively seeking work. The number of job contacts you must make each week was given to you at the time you filed for your benefits. If you are not sure of the number of job contacts you must make per week, contact the local Job Service office where you filed. The telephone numbers are listed on [page 23](#).

Questions

1) During the week claimed, were you physically able to work each day?

If you were not able to work, you must answer “No” to this question. If you answer “No” to this question we will require you to give us additional information so a decision can be made on your eligibility for this week. At the end of the TEL-A-CLAIM process, you will be instructed to contact your local Job Service office to provide additional information.

2) Were you available for work each day?

If you are not available for work, you must answer “No” to this question. If you answer “No” to this question, we will require you to give us additional information so a decision can be made on your eligibility for this week. At the end of the TEL-A-CLAIM process, you will be instructed to contact your local Job Service office to provide additional information.

3a) Did you look for work as agreed in your work-seeking plan?

You must seek work as you were instructed to by Job Service. If you did not make the required number of job contacts, you must answer “No” to this question, and additional information will be needed to make a decision of your eligibility for benefits for this week.

If your local Job Service made you employer-attached or union-attached your work-seeking question will be:

3b) Did you maintain contact as required with your employer or union?

A job-attached claimant must remain in contact with his or her employer and be available for suitable work for each week that he or she files. A union-attached claimant must remain in contact with his or her union. If you are no longer employer-attached or union-attached, contact your local Job Service office to update your work-seeking requirements.

4a) Were you away from the area where you normally look for work?

Or, if you are job-attached, the question will be:

4b) Were you away from the area where you normally work?

Weekly Filing Using TEL-A-CLAIM or the INTERNET

Interstate claimants will be asked:

4c) Were you away from the local area where you are now living?

You must remain fully available for work. If you were away from the area where you normally look for work, or the area you normally work in or live in, during any part of the week for which you are filing, you must answer “Yes” to this question. If you answer, “Yes,” at the end of the TEL-A-CLAIM process, you will be instructed to contact your local Job Service office to provide additional information.

5) Did you refuse or miss available work?

If you were offered a job and had to turn it down, or if you were scheduled to work, and for some reason did not work, you must answer, “Yes” to this question. If you answer, “Yes,” at the end of the TEL-A-CLAIM process, you will be instructed to contact your local Job Service office to provide additional information.

6) Did you attend school or training?

Any week that you attend schooling or training, you must answer, “Yes” to this question. If you are attending school or training and have not previously reported it, you will be advised to contact your local Job Service office to provide additional information. If you have already reported the schooling to your local office, you will not need to provide any additional information. TEL-A-CLAIM will let you know if information is needed.

The system will now repeat the answers you have to questions 1-6, in order to confirm that your answers are recorded accurately. If they are all correct you will press 1. **If there is an error press 9 and the questions will be repeated. If you repeat the questions, you must answer all the questions as they are repeated.**

Question 7 asks you to report any earnings from regular employment, and any separations that may have occurred from this employment. Income from employment must be reported in the week it is earned. Please refer to **page 15** to review how to report earnings. **Report all earnings.** Include all wages for any work you perform during any week you claim benefits. This can include: ***cash payment, *commission sales, *tips and gratuities, *working to pay off bills, *National Guard or Reserve drill pay, *reasonable cash value of room and board, groceries, clothes, etc., *self-employment** (Report this on the self-employment question #8A).

If you are not able to determine the exact amount you earned, you must estimate weekly earnings as closely as possible. If you do estimate your earnings, you **must** contact your local Job Service office when you receive the correct earnings information. Misreported or under reported earnings will be found in an audit weeks or months later and may result in severe criminal, civil, and administrative penalties.

If you find yourself in a situation where you are working and not receiving remuneration for the hours worked, contact your local Job Service office for instructions on how to report. All hours worked must be reported, even if compensation is not expected. Refer to **page 16** for the definition of work.

If you make a mistake on the following questions, you will only be able to change the dollar amounts which you enter. **If you make an error answering the yes/no part, you will have to contact your local Job Service office to make the correction.**

7) Did you work for any employers during the week claimed, including National Guard or Reserve?

If you answer yes, indicating you worked for an employer, the question continues:

7a) Enter the total amount you earned from all employers, plus tips, before any deductions were made. Enter total dollars and cents you earned during the week, followed by the pound key (#).

Weekly Filing Using TEL-A-CLAIM or the INTERNET

Example:	If you earned \$188.98 before any deductions, you would enter the following on your telephone key pad:	18898#
Example:	If you earned \$100.00 before any deductions, you would enter the following:	10000#

7b) You entered \$_____.

The system speaks back the amount you entered and asks you to confirm it by entering 1 for yes or 9 for no. Remember, your gross earnings must be reported as earned. Your weekly benefit amount may be reduced depending on the amount you earned. Please see [page 15](#) for an explanation of how earnings may reduce your weekly benefit amount.

7c) Did you work full-time hours for the entire week?

If you are employed full-time during the week, you will not receive any benefits, regardless of the amount you earned. In general, forty hours per week is considered full-time employment, with a few exceptions. If you have any questions regarding whether your work was full time, contact your local Job Service office.

7d) Did you quit any job during the week?

7e) Were you fired from any job during the week?

If you have separated from a job during the week for other than "Lack of Work," then you need to answer, "Yes" to either question 7d or 7e. Any separation from an employer, except for lack of work, must be investigated to see if you still meet the eligibility requirements for unemployment insurance. **If you do answer, "Yes" to question 7d or 7e you must contact your local Job Service office.** If you have any question in your mind regarding what type of separation occurred from your job, contact the local Job Service office.

8) Were you self-employed during any part of the week claimed?

You are considered self-employed when you are engaged in an independently established trade or occupation and are not controlled or directed by an employer in the performance of your work. Earnings are considered to be your gross income, unless you provide evidence of expenses which are absolutely required to perform your work, and not common to expenses while working for an employer.

If you answer "Yes", indicating that you were self-employed, the message continues as follows:

8a) Enter the total amount you earned from self-employment, plus tips before any deductions were made. Enter total dollars and cents you earned during the week followed by the pound key (#).

Example:	If you earned \$175.35 in self-employment, press:	17535#
Example:	If you did not earn any type of pay, press:	0#

8b) You entered \$_____.

The system speaks back the amount you entered and asks you to confirm it by entering 1 for yes and 9 for no.

8c) Did you work forty hours or more in self-employment?

If your self-employment involved working more than forty hours in the week, you will be considered to be fully employed. *If you are employed full-time during the week, you will not receive any benefits, regardless of the amount you earned.*

9) During the week claimed, did you receive any holiday, bonus, severance, or vacation pay?

Holiday: If you received, or are going to receive holiday pay, enter that amount in the week in which the holiday occurs. **Note:** If the holiday pay is contingent upon your returning to work after the holiday, then it is considered a bonus and reportable when paid.

Weekly Filing Using TEL-A-CLAIM or the INTERNET

Bonus or Severance Pay: Report the amount of the lump sum payments in the week in which the payment is received. If you are to be paid more than one payment in severance pay from an employer, report an equal portion of the pay for each week claimed during the period covered by the payment. See [page 16](#) for more information.

Vacation: If you received, or are going to receive, vacation pay, enter the amount for the week(s) you are actually on vacation. If your employer assigns vacation pay to certain weeks, report your vacation pay during those assigned weeks, whether you take your vacation then or not. If you receive a lump-sum payment for unused vacation time, report that amount in the week in which the payment is received.

If you answer "Yes" to question 9, TEL-A-CLAIM continues on:

9a) Enter the total amount you received before any deductions were made. Enter total dollars and cents, followed by the pound key (#).

Example: If you received **\$100.45** in other income, press:

10045#

9b) You entered \$_____.

The system speaks back the amount you entered and asks you to confirm it by entering 1 for yes or 9 for no. Your unemployment may be reduced if you have other earnings. Please refer to [page 15](#) for an explanation of this reduction.

If you have reported earnings that were more than one and one half times your weekly benefit amount in the previous week, you may be asked who your prior employer was. You will be speaking the information, and it will be recorded. The question will be as follows:

10) During a prior week, you reported earnings. The following employer information is required.

At the tone, speak the name of the employer, followed by the pound key (#).

At the tone, speak the mailing address for the employer; include street, city, state, and zip code, followed by the pound key (#).

At the tone, speak the last date worked for the employer; include month, day, and year, followed by the pound key (#).

11) This completes your report for week ending (date). Thank you for using the TEL-A-CLAIM system. Good –Bye.

MISTAKES: Remember, questions 1-6 allow you to correct a yes/no mistake. Those questions will be repeated for you and allow you to correct any mistakes. Questions 7-9 only allow you to correct a dollar amount mistake. If you answer questions 7-9 incorrectly, you will have to contact your local Job Service office to correct the mistake.

WHAT IF I FORGET TO FILE ONE WEEK? If you forget to call TEL-A-CLAIM for one week, and you wish to file for that week, report to your local Job Service office. TEL-A-CLAIM will allow you to skip one week of filing and still keep your claim open. However, **if you skip 2 weeks of filing, your claim will go inactive. You will have to reopen your claim (instructions on page 19).**

OTHER INFORMATION YOU CAN OBTAIN BY PHONE: To obtain other information on your claim by phone, you may call the TEL-A-CLAIM inquiry number for your local Job Service office, and access your own claim information using your telephone keypad. You must be set up for using TEL-A-CLAIM to access this system. If you are using the Continued Claim Report system, you will not be able to use the TEL-A-CLAIM inquiry system.

Weekly Filing Using TEL-A-CLAIM or the INTERNET

You must dial the TEL-A-CLAIM inquiry number provided on [page 23](#) of this booklet. You use your PIN the same as you would in filing a weekly claim. The first time you access the informational system; it will make you choose a permanent PIN. Remember, this system is informational only, if you wish to file a TEL-A-CLAIM report, you must call (208) 334-4700. **Types of information you can access are:** 1) The date when your last check was issued, if it was issued within the past fourteen days, 2) The amount of the check, when it was mailed, and deductions from the weekly benefit amount, 3) The balance remaining in your claim, 4) Information on the last week claimed (if within the last four weeks) to see if it was a waiting week, or if you had excessive earnings, or exhausted benefits, or if you have an eligibility issue pending.

INTERNET CONTINUED CLAIMS FILING: To use the Internet Continued Claims, you will need access to a computer and the Internet. Before using the Internet Continued Claims system you should carefully read and understand how to file a claim using the TEL-A-CLAIM system. The questions you will answer on the Internet Continued Claims system will be the same questions that are asked on the TEL-A-CLAIM system. **To access Internet Continued Claims log-on to www.jobservice.us** and follow the step-by-step instructions for filing an Internet Continued Claim.

ESTABLISHING AN INTERNET PIN: If you already established a PIN for *Idaho Works*, you will enter that same PIN for the Internet Continued Claims system. If you have not established a PIN using *Idaho Works*, you must create a PIN in order to access the Internet Continued Claim system. To establish a PIN, you must enter your month and year of birth as your PIN. For example, if you were born on 4-6-1958, your PIN would be 0458. Next, you will be instructed to enter this PIN again and you will be instructed to establish a permanent PIN which will be entered twice. You will then use the permanent PIN you have created each time you access the Internet Continued Claim system. When responding to the questions on the Internet Continued Claim system, you may change any responses given before submitting your claim. Once you have submitted your claim, your responses cannot be changed. If you need to change a response after submitting your Internet Continued Claim report, you must contact your local Job Service office. If you have questions regarding the Internet Continued Claims system, please contact your local Job Service office listed on [page 23](#).

Using the Continued Claim Report Form

If, for some reason, you cannot use the TEL-A-CLAIM or Internet Continued Claim reporting systems, this section explains how to file using the Continued Claim Report form. The Continued Claim Report form is a card which must be filled out by hand and either mailed or hand delivered to the local Job Service office. These cards usually cover a two-week period, so you are paid once every two weeks. There is always the chance a card can be lost or destroyed. Please consider these things, and if possible, use the TEL-A-CLAIM or Internet Continued Claim systems.

FILLING OUT YOUR CLAIM FORM: Your Continued Claim Report form will usually cover a two-week period. The first eligible week of your claim is the waiting week, and not a payable week (see [page 6](#)). The first two lines contain pre-printed identification data such as your social security number and telephone number. Please change preprinted information if it is incorrect. The Week Ending Date for Week 1 and Week 2 is preprinted. For unemployment insurance purposes, a report period is one week, and week ending dates are always a Saturday. Each week starts at 12:01 a.m. on Sunday and ends at midnight the following Saturday.

Answer the questions for each week you are filing for by checking yes or no. The questions are very similar to the TEL-A-CLAIM questions explained in this book ([pages 9-13](#)) Questions 1-6 are the same as TEL-A-CLAIM. See explanation on [pages 10 and 11](#). Explanations about earnings and other income are on [page 15](#). If you do work during the weeks for which you are filing, you must list the employer's name and address in the section which asks for the "WEEK 1 EMPLOYER" or "WEEK 2 EMPLOYER". In the part that asks for "Last day worked this week (Mo/Day/Yr)," list the last day you worked during the week for which you are filing. If you separate from an employer for other than lack of work, check the appropriate box that asks: "If you are no longer working for any of the above employers, for other than lack of work, mark the appropriate box." Be prepared to report to your local Job Service office with additional information on the separation, if it has not already been provided.

WHEN TO RETURN YOUR FORM: You must mail or deliver to your local Job Service office a properly completed Continued Claim Report form that asks for payment (or waiting week credit) for a specific one or two week period. When you submit a Continued Claim Report form, another blank form is automatically mailed to your last known address. If you do not receive a new claim report in the mail, please contact your local Job Service office for another form.

Using the Continued Claim Report Form

Example:	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S	M
	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	17	18	19	20	21	22	23
	Week 1							Week 2															
	Card report would cover Week 1 and Week 2														Card should be delivered during this period.								

IF MAILED: Your Continued Claim Report must be postmarked by midnight on the 9th day following the week(s) being claimed (23rd in the example above).

IF DELIVERED: Your Continued Claim Report must be placed in a receptacle for that purpose, or handed to an authorized representative of the Job Service by the 9th (23rd in the example above) day following the last week(s) being claimed. A claim report cannot be accepted which has been deposited under or through the doors of your local Job Service office.

If you do not mail or deliver your Continued Claim Report as instructed, you will be denied benefits for the period you are claiming.

Please allow at least seven days from the date you submit your Continued Claim Report for delivery of any check. Calling before the seven days have passed will cause further delays in processing all mail. Do not assume benefits have been denied or that something is wrong because your check does not arrive on the same day each period. If you return to work on a full-time basis, or for some other reason you wish to stop filing on your claim, you do not need to take any special action. Just stop sending in your Continued Claim Reports and your claim will automatically be inactivated.

NOTE: Interstate Claimants (individuals not living in Idaho) must always mail Continued Claim Reports directly to the Interstate Unit in Boise. The address is: Interstate Claims, 317 W. Main St., Boise, Id 83735. If you do **not** live in Idaho, you may obtain a Continued Claim Report by calling the Interstate Claims Unit in Boise, ID at (208) 332-3574.

Earnings and Other Income

If you work during the time you claim benefits, you may continue to receive some or all of your benefits depending on the number of hours you work and how much you earn. **Your gross earnings must be reported in the week earned, not the week paid.** The wages you earn during a week for which you claim benefits will affect your check in one of the following ways:

- 1) You can earn up to one-half of your weekly benefit amount and still receive the full weekly benefit amount for that week. However, you must still report **all** amounts earned each week, even if gross earnings are less than half your weekly benefit check.

Example: If your weekly benefit amount is \$100 and you earn \$47 in gross earnings, you will receive a check for \$100.

- 2) If you earn more than one-half of your weekly benefit amount, you will receive a dollar-for-dollar reduction for every dollar you earn over one-half of your weekly benefit amount for that week.

Example: If your weekly benefit amount is \$100 and you earn \$85 in gross earnings, you have earned \$35 over one-half of your weekly benefit and you will receive a check for \$65 (\$100-\$35).

- 3) If you work full-time, or if you earn one and one-half times your weekly benefit amount or more in gross earnings in one week, you will not receive a benefit check for that week. Full-time is generally considered 40 hours per week for most occupations.

Example: If you worked full-time, or earned \$150 or more in gross earnings, and your weekly benefit amount was \$100, you would not receive a check for that week.

NOTE: In order to qualify for these partial benefits, you must work all the hours available to you. Money reduced from your check is not "lost" but remains in your account for possible future use on your claim.

How to Report Earnings

Earnings must be reported in the week which you earn them. The information in this section covers the different types of earnings you may have, and how to report them. If you have questions regarding how to report income or hours worked while on unemployment, contact your local Job Service office. The phone numbers are listed on [page 23](#).

REGULAR EARNINGS: You must report your gross earnings during the week you earn them. You do not report the earnings in the week they are paid to you. If you work for an employer who uses a delayed payment system, keep track of your hours worked each week, and multiply this by your hourly wage rate. This amount must be reported as earned during the week in question.

SELF-EMPLOYMENT: You must report all earnings, regardless of their source. This includes earnings from self-employment as well as those earned in an employer-employee relationship. If you are involved in a self-employment venture, you should contact your local Job Service office for assistance in determining how to compute and report your earnings. See [page 12, question #8](#) for more information.

BONUS OR SEVERANCE PAY: Report the amount of the lump sum payment in the week in which the payment is received. If you are to receive more than one payment for severance pay from an employer, report an equal portion of pay for each week claimed during the period covered by the payment. For example, the total amount of your severance payment divided by the number of weeks in the period covered by that payment equals the amount you should report for each week you claim benefits.

WORK: Time spent in all services performed for an employer, commission work, self-employment, and volunteer work.

PENSION, ANNUITY, OR RETIREMENT PAY: If you contributed toward a retirement plan, the pension, annuity, or retirement pay is not reportable income and is not deducted from your unemployment insurance benefits. Social Security retirement benefits are not deductible from unemployment insurance benefits, because you contribute to that fund. **Retirement income** will be deducted from your weekly benefit amount if: 1) The payment is from a base period employer, and 2) the employer made 100% of the contributions to the retirement plan. Payments will be prorated on a weekly basis. **For every \$1 of your deductible weekly pension amount, your weekly benefit amount will be reduced by \$1.**

Checks and Messages

If you use the TEL-A-CLAIM or Internet Continued Claims system, your unemployment insurance check is issued weekly. If you are using the Continued Claim Reporting system, see [page 14](#) regarding payment of checks.

Checks are issued as a result of your answers to the TEL-A-CLAIM system, Internet Continued Claim system, or the answers on your Continued Claim Report. If there are no problems on your claim, the check will be issued the next working day following your TEL-A-CLAIM or Internet Continued Claim report, if you file before 6:00 p.m. Mountain time. If you are on the Continued Claim Report system, the check will go out in the mail the day after your Continued Claim Report is processed. Information on the Continued Claim Report system is on [page 14](#).

Please allow up to a week to receive your check. If you do not receive a check within a week of your report, contact the local Job Service office. If you are on TEL-A-CLAIM, you may call the TEL-A-CLAIM inquiry phone number. TEL-A-CLAIM inquiry numbers are local phone calls (see [page 23](#)). If you are not on TEL-A-CLAIM, you must call your local Job Service office. All numbers are listed on [page 23](#) for both TEL-A-CLAIM inquiry and local Job Service offices.

If a check is lost or stolen, contact your local Job Service office. Checks usually will not be reissued until fourteen days from the date of the original mailing. Your local Job Service office will assist you in filling out the forms for lost checks.

Checks and Messages

The stub portion of your check may contain special messages concerning your claim. You may also receive other informational messages on the Continued Claim Report forms, or in a letter, in addition to the messages on your check. These messages will explain various situations, such as why your check was reduced or not issued, provide information about the exhaustion of your benefits, and benefit-year ending dates.

Read all messages carefully and ask a claim representative if you have any questions.

If you use the TEL-A-CLAIM or the Internet Continued Claim system, and have questions regarding the status of your claim, you may call the TEL-A-CLAIM local inquiry number listed on [page 23](#). Remember, the first time you call the inquiry line it will be necessary to establish your PIN on that system also. You will use your temporary PIN on the first contact. If you are using the Continued Claim Report, you must contact your local Job Service office for information about your claim. All local Job Service offices and the Interstate Unit phone numbers are listed on [page 23](#) in this handbook.

Overpayments and Fraud

OVERPAYMENTS: Benefits are paid to you based on the eligibility information available at the time you phone in your TEL-A-CLAIM report, submit your Internet Continued Claim report, or turn in your Continued Claim report. An overpayment may occur if the Department receives additional or contradictory information relating to your eligibility after benefits have been paid to you. If, based on new information, the Department determines that you were ineligible for benefits you already received; you will be notified that an overpayment has been established on your claim. You may establish a monthly repayment plan as a means of repaying the overpayment. If you do not repay an overpayment, the Department may intercept your Idaho State Income Tax refund or take legal action including wage garnishment, to recover the overpayment. The Department has the authority to charge interest at the statutory rate on unpaid overpayments. If you have an existing overpayment balance when you are again eligible, and file for benefits, your entire weekly entitlement will be retained by the Department each week and will be applied against your overpayment balance. Offsetting future benefits is only one of many methods used to recover current and past due overpayments. If overpayments are not promptly repaid, aggressive collection action may be taken.

WAIVER OF REPAYMENT: If you have been overpaid benefits, you may request that the Department issue a Determination of Waiver. Repayment of the overpayment may be waived if you can show that you meet both criteria in example 1 OR both criteria in example 2.

Example 1: The overpayment must have been caused solely by Department error or inadvertence AND made to a claimant who had no way of knowing that he was receiving benefits to which he was not entitled OR,

Example 2: The overpayment was a result of an employer misreporting wages earned in a claimant's base period AND the claimant could not reasonably have been expected to recognize an error in the wages reported.

Instructions for requesting a Determination of Waiver are listed on the Determination of Overpayment that you will receive whenever an overpayment is established on your claim.

FRAUD: You may be subject to a 52-week disqualification period, a possible felony conviction, and repayment of all benefits received illegally if you do any of the following:

- 1) Make false statements while being interviewed regarding your claim;
- 2) Knowingly make a false statement on any of the forms you fill out in relation to your claim, such as misstating the reason for separation from your employer;
- 3) Fail to properly report your weekly earnings on your TEL-A-CLAIM, Internet Continued Claim, or your Continued Claim Report form;
- 4) If you quit or are discharged from work, or refuse work, and you fail to notify the Department.

Audits are routinely conducted to verify the information you provide the Idaho Department of Labor while filing for unemployment insurance benefits. It is important that you promptly respond to these audit requests. Failure to do so, or failure to explain adequately any discrepancies noted, could result in an overpayment requiring repayment, disqualification from receiving unemployment benefits for up to one year and criminal prosecution.

Overpayments and Fraud

BOISE: Last year more than 900 people tried to work the unemployment system illegally in Idaho.

Two Magic Valley residents were placed on probation this spring after pleading guilty to fraudulently collecting unemployment insurance benefits.

And a new law going into effect this Fall will help catch more cases of unemployment fraud, a state investigator says.

The two Magic Valley residents were sentenced separately on felony charges of "misrepresentation to obtain benefits," an Idaho Department of Labor news release says.

Fraud is defined as willfully withholding information to draw benefits, said the unemployment insurance administrator in Boise- for example, when a person who was fired or quit a job reports to the State they were laid off or lost the work through no fault of their own.

And you might be put in the same situation or maybe even worse. So the message I give to you is don't do it. You're better off.

A Rigby Claimant

Unemployment fraud draws local jail time

The Morning News

A Blackfoot man who said when he illegally drew unemployment compensation to the sum of \$2,310 he didn't know it was a crime, was sentenced Monday to two to five years in prison.

PUBLIC SAFETY

Man Pleads guilty to fraud charges

A fraud investigation by officials from the Idaho Department of Labor led to a guilty plea by an Emmett man for illegally collecting unemployment insurance benefits from the state.

The Emmett resident pled guilty before Idaho Judicial District Court to felony charges of "misrepresentation to obtain benefits."

The individual was found to have concealed weekly earnings while receiving unemployment benefits and failing to report a job had voluntarily been quit during the time benefits were being filed.

The Emmett resident was sentenced to 180 days in the Gem County jail with 170 days suspended and one-year probation. The individual was required to pay court costs of \$500 and to make restitution to the state Department of Labor in the amount of \$2,439.

*Compiled by
Statesman staff*

SV man pleads guilty in IDL case

Wallace: A Kingston man recently pled guilty in First District Court to illegally receiving unemployment insurance benefits.

Following an investigation by officials from the Idaho Department of Labor, the Kingston man entered the plea in Wallace.

According to the IDOL, the claimant intentionally failed to report weekly earnings while at the same time receiving unemployment benefits for a period of 13 weeks.

First District Court Judge sentenced the Kingston man to 127 days in jail. In addition, was ordered to pay court costs and will have to make restitution to the Idaho Department of Labor for the unemployment benefits the man received which totaled \$2,904.

IDOL officials said they actively pursue criminal prosecution of individuals who file fraudulent claims for unemployment benefits. They said such claims raise employer tax rates and reduce the funds available for paying benefits to legitimate cases.

The State has unemployment insurance investigators who devote their time to investigating fraudulent claims.

Ill-gotten money not worth penalties

To the editor, Jefferson Star:

Just lately, I had an encounter with the employment office that wasn't very pleasant.

See I thought that while I was working I would try and collect a few unemployment checks for a little extra income. Don't get me wrong, I needed the money, but I guess we all do.

But, I found out that was not the way to go. Besides getting caught, they took me to court. So, it ended up that I had to pay the money back plus I had a pretty good size fine to pay and I ended up having to write this embarrassing letter to the newspaper.

So what I have to say is and what I have learned is that they keep things on record and if you think you can get away with it, think twice because sooner or later, they will get you.

Protests and Appeals

You, or a previous employer, may protest any decision regarding your eligibility to receive unemployment insurance benefits. Your protest must be in writing and be signed. When a protest is filed, and a new decision is reached, a written document will be issued, telling you the reasons for the new decision. There are four decision-making levels. Decisions made at the first three levels may be protested by you or by an interested party.

DETERMINATION: The determination is the first decision made regarding your claim and is issued by the Idaho Department of Labor, using the facts gathered by the local Job Service office.

APPEAL: The Appeals Bureau in the Idaho Department of Labor central office in Boise makes this decision. The Appeals Bureau will use previous information, and information gathered at their hearing. Interested parties generally participate in the hearings via telephone.

INDUSTRIAL COMMISSION: This is the first appellate stage outside the Idaho Department of Labor. Your protest to an Appeals decision must be in writing and must be mailed directly to the Industrial Commission. The Commission typically issues a decision based on the facts previously submitted.

IDAHO SUPREME COURT: The last appellate level for protesting unemployment insurance claim decisions takes place before the Idaho Supreme Court. Fees may be charged for filing a protest at this level.

If you file a protest or appeal:

Determination: A protest must be delivered to your local Job Service office or be postmarked no later than fourteen days after the decision is mailed.

Appeal: You have fourteen days from the date of mailing to file a written protest with the Idaho Industrial Commission. The protest must be taken or mailed directly to the Industrial Commission. Protests filed with the Appeals Bureau or a Job Service office will not be accepted by the Commission.

Industrial Commission: You have forty-two days from the date of the decision to appeal to the Idaho Supreme Court. Contact the Industrial Commission to obtain detailed instructions for appealing the decision.

At the first two levels of protest, you may represent yourself or be represented by an attorney or any adult of your choosing. At the Industrial Commission a claimant may represent himself, or be represented by an attorney or any duly-authorized agent.

You should continue to file through TEL-A-CLAIM, Internet Continued Claim, or your Continued Claim Report forms until you accept a final decision. You can only be paid for weeks for which you have filed a claim, and have met all the eligibility requirements, if a higher appeal authority determines that you should receive benefits.

Restarting Your Claim

If you have not claimed benefits for two or more consecutive weeks your claim is automatically stopped. **To re-open your claim, go to www.jobservice.us.** If you do not have Internet access, please visit the Job Service office nearest you (list on page 23). Your claim is open the Sunday of the week in which you reopen your claim. **Do not wait until the week is over before reopening your claim.** If you have worked since last filing, be sure to have a complete list of accurate addresses of your employers.

If you are no longer filing for benefits you must still inform your local Job Service office of any address change so that subsequent claim information can be mailed to you. Each year a 1099G is mailed to all recipients of unemployment insurance. This form is needed when filing taxes. Around January 30th of each year, it will be mailed to your current address on file.

If you move, **inside of Idaho**, please go to www.jobservice.us or the Job Service office nearest you to update your mailing address or to reopen your claim. Your work seeking requirements may change if you move to a different area of the state.

Miscellaneous Information

WORKER PROFILING: This process identifies claimants who will be likely to exhaust regular unemployment insurance and will need job-search assistance services to make a successful transition to new employment. If your circumstances are such that you are selected through this “profiling” process, your eligibility for benefits can be affected if you do not follow through with this program. You and a Job Service representative develop the program. It is designed to help you return to work in the shortest possible time.

UNEMPLOYMENT INSURANCE TAX LIABILITY: Any unemployment benefits you receive are fully taxable, provided you are required to file a tax return. You can elect to have Federal taxes withheld from your unemployment insurance check; the withholding rate is 10%. Idaho State taxes will **not** be withheld. It may be necessary for you to make estimated tax payments. Form 1099-G, which reports benefits paid, will be mailed at the end of January to your last address on record. The IRS will be given the same information. If your address has changed, notify your local Job Service office.

CHILD SUPPORT ENFORCEMENT DEDUCTION: Public Law 97-35 requires us to withhold funds from unemployment insurance benefits in cases where a child support enforcement agency is enforcing either a voluntary support agreement, or a court order to pay money for child support. The Department of Health and Welfare enters information directly into the unemployment insurance system. **Any questions regarding child support enforcement deductions must be directed to the Department of Health and Welfare, Child Support Enforcement, at their toll-free number of 1-800-356-9868.**

TRADE ADJUSTMENT ASSISTANCE: Trade Adjustment Assistance (TAA) is available to workers who lose their jobs, or whose hours of work and wages are reduced, because of increased imports. Benefits available to eligible individuals include: (1) job training, if suitable employment is not available, (2) job search allowances to cover expenses when looking for work outside the area, (3) relocation allowances to help workers and their families move to a new area of employment, plus a lump sum payment, and (4) trade adjustment allowance (TRA) which becomes payable when all unemployment insurance benefits have been exhausted. Forms and additional information can be obtained from your local Job Service office.

REEMPLOYMENT AND RETRAINING FOR DISLOCATED WORKERS: Workers unemployed due to plant closures, permanent layoffs, or other long-term unemployed workers, may be eligible for reemployment and retraining services under the Economic Dislocation and Worker Adjustment Assistance Act (EDWAA). Services may include, but are not limited to: counseling, testing, vocational guidance, placement assistance, on-the-job training, vocational classroom training, and relocation assistance. Contact the nearest local Job Service office for more information to see if you qualify for these services.

Work Search Record

Claimant's Name:

Social Security Number:

	Place Contacted (Employer name, address and phone number)	Type of work sought	Date of contact & method of applying	Name of person you contacted	Possibility of hire?
Week ending _____	1.				
	2.				
	3.				
Week ending _____	1.				
	2.				
	3.				
Week ending _____	1.				
	2.				
	3.				
Week ending _____	1.				
	2.				
	3.				
Week ending _____	1.				
	2.				
	3.				

Work Search Record

Claimant's Name:

Social Security Number:

	Place Contacted (Employer name, address and phone)	Type of work sought	Date of contact & method of applying	Name of person you contacted	Possibility of hire?
Week ending _____	1.				
	2.				
	3.				
Week ending _____	1.				
	2.				
	3.				
Week ending _____	1.				
	2.				
	3.				
Week ending _____	1.				
	2.				
	3.				
Week ending _____	1.				
	2.				
	3.				
Week ending _____	1.				
	2.				
	3.				

Idaho Department of Labor Addresses & Phone Numbers

<i>(All 208 area codes)</i>					
Local Office	Location	Mailing Address	Zip Code	Office Phone	TEL-A-CLAIM Inquiry #
Blackfoot	155 N. Maple	PO Box 9, Blackfoot	83221-0009	785-2200	782-0461
Blaine County	513 N. Main, Ste 1	513 N. Main, Ste 1, Hailey	83333-8417	788-3526	788-3221
Boise	219 W. Main St.	219 W. Main St., Boise	83735-0030	332-8943	332-7406
Bonnars Ferry	6541 Main St.	Rt. 4 Box 5745, Bonners Ferry	83805-9779	267-5581	267-4604
Mini Cassia	127 W. 5 th St. North	127 W. 5 th St. North, Burley	83318-3457	678-5518	677-3460
Canyon County	6107 Gray Lane	6107 Gray Lane, Caldwell	83607-8072	364-7783	454-7680
Coeur d'Alene	1221 W. Ironwood Dr., Ste 200	1221 W. Ironwood Dr., Ste 200, CDA	83814-2668	769-1558	664-9641
Emmett	2030 S. Washington	2030 S. Washington, Emmett	83617-9450	364-7780	364-7780
Grangeville	305 N. State St.	PO Box 550, Grangeville	83530-0550	983-0440	983-1477
Idaho Falls	150 Shoup Ave, Ste 13	150 Shoup Ave, Ste 13, Idaho Falls	83402-3653	557-2500	525-7130
Interstate Claims	317 W. Main St.	317 W. Main St., Boise	83735-0770	332-3574	334-4700
Silver Valley	35 Wildcat Way, Ste B	35 Wildcat Way, Ste B, Kellogg	83837-2253	783-1202	784-5603
Lewiston	1158 Idaho St.	PO Box 1147, Lewiston	83501-1147	799-5000	799-5118
Magic Valley	771 N. College Rd.	PO Box 5129, Twin Falls	83303-5129	735-2500	736-4746
McCall	299 S. 3 rd St.	PO Box 966, McCall	83638-0966	634-7102	634-7959
Meridian	205 E. Watertower Ln.	205 E. Watertower Ln., Meridian	83642-6282	364-7785	895-8296
Moscow	1350 Troy Rd. Ste 1	1350 Troy Rd. Ste 1, Moscow	83843-3995	882-7571	882-4942
Mountain Home	1993 E. 8 th N.	1993 E. 8 th N., Mtn. Home	83647-2333	587-7911	587-3394
Orofino	410 Johnson Ave.	PO Box 391, Orofino	83544-0391	476-5506	476-0242
Payette	501 N. 16 th St., Ste 107	PO Box 179, Payette	83661-0179	642-9361	642-2836
Pocatello	430 N. 5 th Ave.	PO Box 4087, Pocatello	83205-4087	236-6710	236-6005
Rexburg	316 N. 3 rd E.	PO Box 158, Rexburg	83440-0158	356-4451	356-8044
St. Maries	105 N. 8 th	105 N. 8 th , St. Maries	83861-1845	245-2518	245-1705
Salmon	1301 Main St., Unit 1	PO Box 990, Salmon	83467-0990	756-2234	756-8108
Sandpoint	2101 W. Pine St.	2101 W. Pine St., Sandpoint	83864-9399	263-7544	263-9618

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Unemployment Insurance Division
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